

14 July 2016

Dear TRIUMF Colleagues,

In our pursuit to more effectively manage users/visitors as well as to continuously improve the site visit experience of our many visitors, we have made a number of changes to the recently launched visitor application. These enhancements have been guided by input from TRIUMF community members, who I would like to thank for their feedback.

Below is a summary of these updates that you should be aware of, specifically in the context of how they might impact you.

Authorization Period for Multiple Site Visits

We recognize that many visitors come to TRIUMF frequently, but not often enough to require a permanent access card or the continuous availability of a radiation badge. In order to handle recurring visits without the need to approve every site visit individually, we have introduced the following changes to the visitor application:

- We are now distinguishing between an **authorization period** during which multiple **on-site visits** can occur. The authorization period is defined by the person preparing the initial invitation, usually the TRIUMF Contact Person.
- Once authorized, visitors can now register individual on-site visits within the visitor application by logging in and adding a new on-site visit to their portfolio.
- In fact, from now on **we expect visitors to alert TRIUMF of upcoming visits in advance by using the visitor application**. That way we can assure that the access card activation and radiation badge are in place before they arrive at TRIUMF, streamlining this aspect of the visit coordination. The TRIUMF contact person will be informed by e-mail of a new visitor as well.
- For those experimental users of the Physical and Life Sciences who were registered until now, the authorization period has already been extended to 3 years from the date in the initial invitation.
- It is possible to initiate authorization for external people that will actually not physically visit TRIUMF, but who need computing access during the authorization period.

Roles and Responsibilities

In order to clarify who is responsible (1) for identifying the training requirements for visitors and (2) for the visitor being aware of all safety related information while working at TRIUMF, we have introduced the role of a **Safety Supervisor** in addition to the **TRIUMF Contact Person**.

The Safety Supervisor is the person ultimately responsible for ensuring that the visitors have completed the training they need to work safely on-site. For the experimental program, the Safety Supervisor will be the Facility Coordinator for the facility at which the user will carry out the experiment during a certain on-site visit. Often the TRIUMF Contact Person and the Safety Supervisor are the same person, but we decided to split the roles since there are situations for which this is not the case.

Both the TRIUMF Contact Person and Safety Supervisor take on important responsibilities with respect to the visitor and are therefore required to have completed Safety Supervisor Training.

The key responsibilities of each of these roles include:

- **TRIUMF Contact Person**
 - invites visitor/user for an authorization period of up to 3 years
NOTE: in some cases, the invitation may be initiated by another person
 - acts as contact for the user during the authorization period
 - assigns a Safety Supervisor within TRIUMF for the on-site visit (if different from TRIUMF Contact Person)
 - must complete Safety Supervisor Training
- **Safety Supervisor**
 - defines and approves training requirements for the visitor/user
 - must review and adjust training requirements for visitors that have been invited by an external Team Leader
 - ensures that visitor/user has completed training requirements before starting work on site
 - familiarizes the visitor/user with all relevant hazards they may encounter while working on-site
 - must complete Safety Supervisor Training
NOTE: for experimental users, the relevant Facility Coordinator will be the Safety Supervisor

Additional Enhancements

When you log into the visitor application, you will see an improved dashboard that will show you the visitors you are associated with through your respective functions. It also includes sorting features and makes it easier to see current and upcoming visits as well as the status of the onboarding process.

We have also updated the webpage “For Scientific Visitors” with revised details on the visit procedures as well as an easy to find link to the visitor application, <http://www.triumf.ca/home/for-scientific-visitors>.

I very much hope that you will find these changes an improvement in the process of visitor onboarding. However, I am sure that further improvements are possible and welcome your continued feedback. I want to take this opportunity to thank you for your ongoing support, patience, and input.

<https://mis.triumf.ca/admin/visit/>

Sincerely,



Reiner Kruecken
Deputy Director